

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 8 ADMINISTRATION**

**QUALITY ASSURANCE/QUALITY IMPROVEMENT
(QA/QI)
COMMITTEE**

AGENDA

June 20, 2012
2 – 4 p.m.
The Guidance Center
4335 Atlantic Ave
Long Beach, CA 90807

| QUALITY IMPROVEMENT (QI) MEETING 2:00 – 3:00 p.m. | |
|---|---|
| I | Introductions Co-chairs: Emily Ramos, LCSW (Long Beach Mental Health) and Misty Aronoff, MFT (ALMA Family Services) SA 8 liaison: Ann Lee, Ph.D. |
| II | Cultural Competency Committee (CCC) Report |
| III | Clinical Issues: <ul style="list-style-type: none">○ OMD Report○ Care Integration Collaborative Update |
| IV | <i>Test Calls Protocols & Use of Data*</i> |
| V | Patient's Rights Office (PRO) |
| VI | <i>Creating Service Area-Based Outcome Data Networks*</i> |
| VII | <i>MHSIP Survey Training Schedule*:</i> <ul style="list-style-type: none">○ SA 8 Survey Training – July 18, 2012 from 2-4 p.m. at The Guidance Center○ Survey period will be from August 20-24, 2012.○ Outpatient Clinics were randomly selected to participate. See attached list. |
| VIII | SA 8 Quality Improvement Project |
| IX | Announcements: <ul style="list-style-type: none">○ Countywide Children's QIC will have a presentation from the Juvenile Justice Aftercare Program at the August 9th meeting, 10am-12pm, Superior Court bldg.○ Misty will be going on leave from July – August. Congratulations Misty! Michele Munde will cover in her absence. Thank you Michele!○ No July meeting due to the survey training. August's meeting is also canceled. |

***Handouts**

Survey Training:
Wednesday, July 18, 2012
2:00-4:00 p.m.
The Guidance Center - 4335 Atlantic Ave - Long Beach, CA 90807

Next Meeting Info:
September 19, 2012, 2:00-4:00 p.m.
Meeting Location will be confirmed in August

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA VIII ADMINISTRATION
QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, June 20, 2012**

| Agenda Item & Presenter | Discussion and Findings | Decisions/ and Recommendations Actions/Scheduled Task | Person Responsible/ Due Date |
|--|--|--|---|
| Type of Meeting | Service Area 8 Quality Improvement/Quality Assurance (QI/QA) Committee | Date | June 20, 2012 |
| Location | The Guidance Center 4335 Atlantic Ave Long Beach, CA 90807 | Start Time & End Time | 2:00 p.m. – 4:00 p.m. |
| Co-chairs | Co-Chairs: Misty Aronoff, MFT and Emily Ramos, L.C.S.W. (absent) | | |
| SA 8 QI/QA Liaison | Ann Lee, Ph.D. | | |
| Members Present | Ae Lyen Yoon Camille Do Christine Byrne Colette Esparza Courtney Stephens Cristina Nolf Debra DeLeon Elva Gutierrez | Erin Sumner Fred McCurtis Heather Jensen Helen Chang Ivy Nguyen Jaime Sheehan Jaslyn Dixon Jeanette Bernabe | Kathleen Villagomez Kathy Mills-Walker Laura Villa Linda Nakamura Lorna Pham Lorrie Leon Mary Crosby Michael Fitzgerald Jennifer Bailey Karen Rathburn Kathrine Lundy |
| Absent Members | Aminah Ofumbi Bryan Sawlsville Chad Brinderson | Michele Munde Michi Okano Misty Aronoff Sandra Gaia-Rae Theodore Howlett Tim Beyer Virginia Howlett Vynette Moore Nancy Lomibao Suzanne Brodsky | |
| Agenda Item & Presenter | Discussion and Findings | Decisions/ and Recommendations Actions/Scheduled Task | Person Responsible / Due Date |
| Call to Order & Introductions | The meeting was called to order at 2:00 p.m. Members were introduced. | | |
| Review of Minutes | The April and May meeting minutes were reviewed and approved without changes. | | |

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA VIII ADMINISTRATION
QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, June 20, 2012**

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| | QUALITY IMPROVEMENT (QI) | | |
| Cultural Competency Committee (CCC) Report | <ul style="list-style-type: none"> ➤ The Bilingual Bonus Policy & Procedure revisions were submitted to the Compliance office for review. ➤ ACCESS contacted the CCC to request assistance with developing a procedure for face-to-face interpretation. Calls for interpreter services are tying up the phone lines at ACCESS. The committee will begin working on a procedure for face-to-face interpretation. ➤ Next meeting will be held on July 11, 2012 from 1:30 to 3:30 at 695 S. Vermont, 15th floor. ➤ Please contact Ann Lee for more info at (562) 435-3027. | | |
| OMD Report | <ul style="list-style-type: none"> ➤ Care Integration Collaboration (CIC) – LA is one of 5 counties that will be participating in the CIC. California Institute for Mental Health (CIMH) has brought in consultants to guide this project: John Wesley (representing Health), Behavioral Health Services (representing substance abuse), and SHARP (mental health). This is to help us prepare for the national healthcare reform. | | |
| Test Calls Protocols & Use of Data | <p>The ACCESS after-hours test calls memo, guidelines, and forms were distributed in the handouts. SA 8 test call period will be from August 19-25th, 2012. We are looking for volunteers to make the test call as we need to make a total of 10 calls including calls in the SA 8 threshold languages (English, Spanish, Cambodian or Khmer). Please contact Ann Lee if your agency can provide volunteers.</p> | | |

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA VIII ADMINISTRATION
QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, June 20, 2012**

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| Patient's Rights Office (PRO) | <p>Change of Provider Report: SA 8 informed Ms. Martha Drinan at the last QI monthly chairs meeting that many of our providers had discrepancies in the logs they submitted and the data reflected in the quarterly reports. She will look into correcting this problem.</p> <p>Notice of Action – The forms can be found by surfing the DMH PRO website. Please contact Ann Lee if you need a link or assistance with locating forms.</p> | | |
| Service Area Outcome Data Networks | <p>Dr. Debbie Innes-Gomberg is working with RAND Corporation through a contract with CalMHSA to for Service Area outcome data workgroups. The workgroups will be created to improve service quality and develop strategies based on outcome data. Two informational conference calls have been set up for Monday, June 25th at 1:00 p.m. and June 27th at 1:00 p.m.</p> | Please contact Ann Lee if you are interested in participating in the conference call or joining the workgroup. | |
| Mental Health Statistics Improvement Program (MHSIP): Survey Training Schedule | <p>The SA 8 Survey Training will be held on July 18, 2012 from 2-4 p.m. at The Guidance Center. Only agencies that have been randomly selected to participate need to participate. The list of providers was included in the handouts. Agencies that have not been randomly selected can voluntarily participate and DMH will include your surveys.</p> <p>The survey period will be from August 20-24, 2012. Outpatient Clinics were randomly selected to participate. See attached list.</p> | | |

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA VIII ADMINISTRATION
QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
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| SA 8 Quality Improvement Project | <p>The committee discussed last month's decision to conclude the "Kiosk" project and agreed that there were no further aspects of the project to continue.</p> <p>Dr. Tim Beyer, from QI division, recommended reporting the project results in a brief summary.</p> <p>Since the committee will not be meeting in July or August, we will resume discussion regarding project ideas in September.</p> | <p>A brief summary will be drafted.</p> <p>Discuss new project ideas at the next meeting in September 2012.</p> | Ann Lee |
| QI Announcements | <p>The July meeting will be canceled due to the Survey training that will be held at the same date/time, Wednesday, July 18, 2012 from 2:00-4:00 p.m. at The Guidance Center.</p> <p>The committee is dark in August so no meeting will be held. Ann Lee will communicate with members throughout this 2 month hiatus.</p> <p>The next meeting will be held on September 19, 2012 from 2-4 p.m. at The Guidance Center, 4335 Atlantic Avenue, Long Beach, CA 90807. Reminders will be sent out a week before the date.</p> <p>Ms. Misty Allen will be taking maternity leave from August – December 2012. She will return in January 2013.</p> <p>Ms. Michele Munde will be serving as Provider co-chair in the interim.</p> | | |
| QI Handouts | <ul style="list-style-type: none"> ➤ QI Agenda ➤ April and May 2012 meeting minutes ➤ Test Calls Protocols & Use of Data handouts ➤ Service Area Outcome Data Workgroups flyer ➤ Consumer Satisfaction Surveys Schedule and List of Randomly Selected Providers | | |

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA VIII ADMINISTRATION
QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, June 20, 2012**

| Agenda Item & Presenter | Discussion and Findings | Decisions/ and Recommendations Actions/Scheduled Task | Person Responsible/ Due Date |
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| QUALITY ASSURANCE (QA) | | | |
| QA Technical Assistance & Training | <p>There was no QA monthly liaisons meeting in June. If any information is released, Ann Lee will email members and keep them informed while we have a break in meetings until September.</p> <p>Q: Regarding assessment forms: should an adult or a child assessment form be used for completing an assessment for an 18 year old client at a child agency.</p> <p>A: The question was received via email and forwarded to QA division for clarification.</p> <p>Q: Regarding changing interpreters every 20 minutes, is this recommended or mandated?</p> <p>A: Ann Lee will follow-up with the trainer for guidelines but believes this is a best practice standard to ensure accuracy of interpretation.</p> <p>Follow up: Please visit the www.ncihc.org website for the national standards of practice and code of ethics for interpreters.</p> | Follow-up on QA question regarding assessment. | Ann Lee |
| Announcements | <p>The July meeting will be canceled due to the Survey training that will be held at the same date/time, Wednesday, July 18, 2012 from 2:00-4:00 p.m. at The Guidance Center.</p> <p>The committee is dark in August so no meeting will be held. Ann Lee will communicate with members throughout this 2 month hiatus.</p> <p>The next meeting will be held on September 19, 2012 from 2-4 p.m. at The Guidance Center, 4335 Atlantic Avenue, Long Beach, CA 90807. Reminders will be sent out a week before the date.</p> | | |

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SERVICE AREA VIII ADMINISTRATION
QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, June 20, 2012**

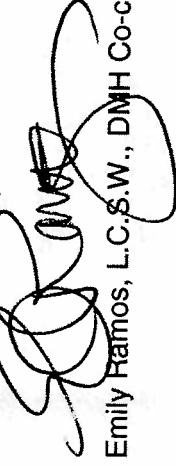
| Agenda Item & Presenter | Discussion and Findings | Decisions/ and Recommendations Actions/Scheduled Task | Person Responsible/ Due Date |
|-------------------------|---|---|------------------------------|
| | <p>Ms. Misty Allen will be taking maternity leave from August – December 2012. She will return in January 2013.</p> <p>Ms. Michele Munde will be serving as Provider co-chair in the interim.</p> | | |
| QA HANDOUTS | <p>Mr. Ted Howlett read a poem titled, "Connecting The Dots" written by his wife, Mrs. Virginia Howlett. Thank you for sharing your inspirational poem, Virginia!</p> <p>➤ QA Agenda</p> | | |
| Next Meeting | <p>The next meeting will be held on September 19, 2012 from 2-4 p.m. at The Guidance Center, 4335 Atlantic Avenue, Long Beach, CA 90807.</p> | | |

Minutes Recorded by:



Ann Lee, Ph.D./DMH SA 8 Administration

Minutes Approved by:



Emily Ramos, L.C.S.W., DMH Co-chair

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU
QUALITY IMPROVEMENT DIVISION**

June 11, 2012

TO: Service Area QIC Chairs, Co-Chairs, Liaisons

FROM: Martha Drinan, RN, MN, CNS
District Chief

Tim Beyer, Ph.D.
Clinical Psychologist II

SUBJECT: TEST CALLS PROJECT, 2012

Based on the recommendation from the of the Summary Report of Test Calls Study: Monitoring Accessibility to the 24/7 Toll Free ACCESS Line (see attached) conducted in 2011, Service Area QICs will again be asked to participate in the 2012 Test Calls Project. The Test Calls Project is conducted in collaboration with the ACCESS Center and in accordance with California Code of Regulations, Title 9, Section 1810.405 and the State Performance Contract for timeliness and access to services requirements (Section H, 4b. 1-4).

From July 1, 2012 to August 25, 2012, each SA QIC will be responsible for completing 10 test calls, with 5 calls in English and 5 in a non-English language. Each Test Caller is to complete a Service Area Test Calls to ACCESS Line Form (see attached) for each call placed to the ACCESS Center. Instructions for completing Test Calls are provided (see Test Call Instructions, Test Call Guidelines, and Test Call Scenarios).

Once the 10 Test Calls are completed, please return all Service Area Test-Calls to ACCESS Line Forms to Tim Beyer by September 10, 2012. Please contact Tim Beyer at (213) 251-6737 or email at tbeyer@dmh.lacounty.gov, should you have any questions or concerns. Thank you for your continued participation in the Test Calls Project.

Attachments:

- Summary Report of Test Calls Study: Monitoring Accessibility to the 24/7 Toll Free ACCESS Line
- Service Area Test Call Schedule
- Test Call Scenarios
- Test Call Instructions
- Test Call Guidelines
- Service Area Test Calls to ACCESS Line Form
- DMH Policy 202.21

COUNTY OF LOS ANGELES DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU
QUALITY IMPROVEMENT DIVISION (FY 2012-2013)

SERVICE AREA TEST CALL SCHEDULE

In order to avoid overwhelming the ACCESS Center with calls, each Service Area is assigned a one-week period in which to complete Test Calls.

Test Call Schedule:

- Service Area 1, July 1– July 7, 2012
- Service Area 2, July 8 – July 14, 2012
- Service Area 3, July 15 – July 21, 2012
- Service Area 4, July 22 – July 28, 2012
- Service Area 5, July 29 – August 4, 2012
- Service Area 6, August 5 – August 11, 2012
- Service Area 7, August 12 – August 18, 2012
- Service Area 8, August 19 – August 25, 2012

Thank you for your participation.

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU - QUALITY IMPROVEMENT DIVISION**

**SUMMARY REPORT OF TEST CALLS STUDY: MONITORING ACCESSIBILITY
TO THE 24/7 TOLL FREE ACCESS LINE
November 14, 2011**

GOAL

The goal of the Test Calls Study is to identify potential areas for quality improvement and strengths in the responsiveness of the LAC-DMH ACCESS Center 24-hour, 7 day a week Toll Free number to Medi-Cal beneficiaries/callers.

This report summarizes findings from the Quality Improvement Division (QID) Test Calls Study conducted during the period of July 2011 to September 2011, compares these findings with the findings of the Test Calls studies completed during the previous three years, and offers recommendations.

OVERVIEW

Often the ACCESS Center 24/7 Line may be a Medi-Cal beneficiary callers' first point of contact with the County of Los Angeles, Department of Mental Health. The ACCESS Center operates the 24 hour, 7 Day Statewide, Toll Free number, 1-800-854-7771, for both emergency and non-emergency calls. ACCESS Center staff triage requests for Psychiatric Mobile Response Team (PMRT) and information and referrals services. Staff provides direct language services by linking callers to the Language Assistance Line, as well as the Telecommunication Device for the Deaf (TDD). (See attachments: Language Interpreters Policy & Procedure 202.21 & Hearing Impaired Mental Health Access Policy & Procedure 202.17) Call logs are maintained for date, time, caller identification, types of requests, and referrals given. This process is in accordance with ACCESS protocols.

During 2011, the ACCESS Center averaged approximately 25,000 calls per month, or more than 800 calls per day. Of these calls, the number of Non-English calls averaged over 700 calls per month. The majority of the non-English calls were Spanish language calls (97% of non-English calls are in Spanish), which averages to be about 23 Spanish calls per day.

The ACCESS Center works with Open Communications International (OCI) for interpreter services. OCI has been a countywide contracted vendor for interpretation services since 2010. The ACCESS Center anticipates major telephone and call center technology upgrades in March of 2012.

METHODOLOGY

The purpose for this study is to monitor the:

- Responsiveness of the 24/7 Toll Free Line.
- Caller overall satisfaction with staff knowledge and helpfulness.
- Capability to respond to English and non-English calls.
- Caller satisfaction with the interpreter services provided.
- Whether staff members provide their first name to callers.
- Whether staff assess if the caller is in crisis or emergency.
- Specialty mental health service referrals or information provided by ACCESS Center staff as requested by test caller.
- ACCESS Center staff maintenance of a written log that contains the: name of the beneficiary (test caller), date of request for services, and initial disposition of the request.

A "Secret Shopper Test Call" approach was used for this study. Test Callers were provided with written Instructions for Test Calling the ACCESS Line. The instructions outline the *Purpose of the Test Calls* and include the *Basic Principles of the Test Calls* (see attachments). Test Callers, while using a fictitious name, could develop their own non-emergency script for specialty mental health services or choose from example scenarios provided. Test Callers were instructed not to call with an emergency or crisis scenario and were requested to keep the call short and succinct. Test Callers were asked not to make or accept assessment appointments and were able to identify themselves as a Medi-Cal beneficiary, if asked. Test Callers could ask to obtain a phone number and inform ACCESS staff that they will contact the clinic directly. Test callers could also identify themselves as residents of the County, if asked. The performance of the phone system and interactions with the Toll Free Line staff were rated using a *Worksheet for Test Callers to the ACCESS Line* (see attachments).

ACCESS Center management and staff collaborate with the QI Division staff each year for this study and for the development of this report. For 2011, Service Area (SA) QI representatives were asked to organize and to facilitate 10 after hours Test Calls to be placed from each SA. Five of the ten Test Calls were requested to be in English and five Test Calls were requested to be in a non-English language. After hours was designated as before 8 AM or after 5 PM on weekdays or anytime on a weekend or holiday. In order to spread out the test calls each SA was assigned one specific week to place their calls. In addition, a two week make-up time period was designated prior to the completion of the Test Call project for any SA that may not have completed their Test Calls during their designated week. Statistical significance tests were run to compare English vs. non-English test calls on reported satisfaction, ACCESS staff providing their name, ACCESS staff asking the caller's name, whether callers were asked if it is a crisis or emergency, and whether referral information was provided. Only one significant difference was found as noted in the findings that follow.

FINDINGS

1. A total of ninety-eight (98) Test Calls were attempted by staff from the (8) Service Areas from July 2011 to September 2011 and of those, eighty-nine (89) calls or 91%, were successfully completed. Nine (9) calls, or 9%, were abandoned without completion.
2. Of the eighty-nine (89) completed calls, twenty-four (24) calls, or 27%, were completed during daytime hours (initiated between 8 AM and 5 PM on weekdays) and sixty-five (65) calls, or 73%, were initiated after hours or on weekends.
3. Test Callers were asked to report how many minutes elapsed between initiating the Test Call and having a live human being answer the call. Of the completed test calls, eighty-one (81), or 91%, were answered with a reported wait time of seven (7) minutes or less. Two (2) calls reported waiting over one hour before being answered. The ACCESS Center 24/7 line rings initially very briefly (1 to 3 rings) at which time various taped messages may be played if the call is not answered immediately. The taped greeting identifies the DMH ACCESS Center and requests the caller to hold for staff response, and/or may give extensions for various requests. Taped messages may explain the volume of calls is currently large and to please have patience for staff to respond. There may be periods of time between taped messages where phone ringing occurs.
4. The total length of time for each Test Call ranged from two (2) minutes to one hour and twenty-three (83) minutes. The average call length, defined as length of time on the call from start to finish, was eleven (11) minutes.
5. Test Callers reported that ACCESS Center staff provided his/her first name in fifty-five (55) of the eighty-nine (89) test calls answered, (62%). Statistical analysis reveals ACCESS Center staff was significantly more likely to provide their name to English speaking callers. Of the 55 callers that reported ACCESS staff offered their name, 69%, or 38 were English language Test Callers vs. 31%, or 17 non-English Test Callers.
6. ACCESS Center staff reportedly asked for the test caller's name in sixty-three (63) of eighty-nine (89) completed test calls, (71%).
7. ACCESS Center staff reportedly asked test callers if there was a crisis or an emergency in forty-one (41) of the eighty-nine (89) completed test calls, (46%). Test callers were specifically instructed not to use an emergency or crisis scenario.
8. Seventy-seven (77) of the eighty-nine (89) completed Test Callers, or 87%, were reportedly given a referral to a specialty mental health service agency in their area of residence or other information requested by the test caller.

9. Seventy-eight (78) of the eighty-nine (89) completed Test Callers, or 88%, responded yes to "in general, were you satisfied with the knowledge and helpfulness of the employee?"

10. In 2011 the testing of ten different languages to the ACCESS Center is a major change over previous years when Test Calls were limited to English and Spanish languages. The results show ACCESS Center performance with regard to interpreter service is good with room for improvement. Twenty-six (26) of the thirty-two Test Callers using an interpreter, or 81%, reported that they were satisfied with interpreter services. Six (6) Test Callers or 19% reported they were not satisfied with interpreter services. Of those six Test Callers that were not satisfied with interpreter services: two calls were in Armenian, one Cantonese, one Mandarin, one Spanish and one Tagalog. Both of the Armenian Test Callers dissatisfied with interpreter service as well as the Cantonese and Spanish dissatisfied Test Callers were reportedly cut off while being connected to the interpreter. The Mandarin Test Caller reported being connected first to a Spanish interpreter and the Tagalog Test Caller was dissatisfied with the length of wait while being connected to an interpreter.

11. Forty-seven (49) of the eighty-nine (89) completed test calls, or 56%, were logged by the ACCESS Center staff.

12. Fifty-two (52) of the eighty-nine (89) completed test calls were in English, or 58%, and thirty-seven (37), or 42% were in a non-English language. Languages used in the 2011 Test Calls are shown in Table 1 below.

Table 1. Languages of ACCESS Center 2011 Test Calls

| Language | Number | Percent |
|-----------|--------|---------|
| Armenian | 2 | 2.3% |
| Cambodian | 2 | 2.3% |
| Cantonese | 2 | 2.3% |
| English | 52 | 58.4% |
| Japanese | 1 | 1.0% |
| Korean | 3 | 3.4% |
| Mandarin | 2 | 2.3% |
| Russian | 1 | 1.0% |
| Spanish | 22 | 24.7% |
| Tagalog | 2 | 2.3% |
| Total | 89 | 100.0% |

LIMITATIONS

Limitations of this study include the following:

1. Although call instructions requested the test calls to be conducted after hours, twenty-four (24) test calls, or 27% of the eighty-nine (89) completed test calls, were conducted during day time hours.
2. The test call instructions requested 50% of the test calls be conducted in English and 50% be conducted in a non-English language. Results reveal that 52 calls or 58% were in English and 37 calls or 42% were in non-English.
3. Not all SAs completed the ten (10) requested Test Calls and some SAs completed more than the ten (10) requested Test Calls.
4. Some Test Call items were missing complete responses. One Test Caller refused to provide a name even when asked and thus the Test Call could not be logged. Five (5) non-English Test Callers (1-Japanese, 1-Tagalog, and 3-Spanish) did not indicate whether they were satisfied with the interpreter. All but one of those reported overall call satisfaction. Five (5) of the Test Callers did not indicate whether or not ACCESS staff provided their name. Five (5) of the Test Callers did not indicate whether or not crisis or emergency was assessed. One Test Caller did not indicate overall call satisfaction and two Test Callers did not indicate whether ACCESS staff asked the Test Caller's name.

Table 2. Trending of ACCESS Center Test Calls

In 2011, Test Calls were made in 10 different languages as shown in Table 1. Table 2 shows 4 years of ACCESS Center Test Calls data. Test Calls in 2008 were all non-English, in 2009 all test calls were in English, in 2010 six (6) Test Calls were made in English and seven (7) were in Spanish.

ACCESS Center staff greatly improved from 2010 to 2011 in providing their first name to the test callers with 62% of test callers reporting ACCESS Center staff provided their first name. ACCESS Center staff has consistently improved over the 4 years in requesting the name of the caller going from only 17% of calls in 2008, to 71% in 2011. After three years of noted improvement in the ACCESS Center staff asking test callers if there is a crisis or emergency, between 2008 and 2010; there was a decline with only 46% of callers in 2011 indicating ACCESS Center staff asked if it is a crisis or emergency situation. Referral information given to test callers remains strong with a reported 87% of test callers reporting the provision of referral information.

Test caller satisfaction with ACCESS Center staff knowledge and helpfulness remains high with 88% of test callers reporting satisfaction with staff knowledge and helpfulness.

| Test Calls Report Trending | | | | |
|---|-----------------|-------------|-------------------|--------------|
| | 2008 | 2009 | 2010 | 2011 |
| Number of Test Calls Completed | 12 | 10 | 13 | 89 |
| ACCESS Staff Provided First Name to Caller | 8% | 89% | 36% | 62% |
| ACCESS Staff Requested Caller's Name | 17% | 33% | 62% | 71% |
| ACCESS Staff Assessed Crisis or Emergency | 0% | 33% | 62% | 46% |
| ACCESS Staff Provided Referral | 70% | 89% | 100% | 87% |
| Report Satisfaction with ACCESS Services | 56% | 90% | 71% | 88% |
| Report Satisfaction with Interpreter Services | Not available | NA | 63% | 70% |
| Call was Logged by ACCESS Staff | 8% | 1% | 54% | 56% |
| Call Languages | All Non-English | All English | Spanish & English | 10 Languages |

SUMMARY OF FINDINGS FOR 2011

Test calls showed that:

1. Continued improvement is needed in the ACCESS Center Staff providing their names to callers. Staff offered their first name in 62% of the eighty-nine (89) completed test calls. In sixteen (16) of the thirty-seven (37), or 43%, of the non-English language calls the ACCESS Center Staff offered their first name. (This does not include interpreters.) Based upon these Test Call results, ACCESS Center staff is significantly more likely to offer their name to English speaking callers.

2. Improvement is needed in ACCESS Center staff requesting the name of the beneficiary. Of the eighty-nine (89) test calls completed, sixty-three (63) or

71% requested the beneficiary name. ACCESS Center call logs can not be completed as required without documentation of the beneficiary's name.

3. While the ACCESS Center staff had consistently improved over 3 years in inquiring if the caller is experiencing a crisis or emergency from 2008 to 2010, the performance level declined in 2011 to 46% from the 2010 level of 62%. Asking if the caller is experiencing an emergency or crisis is a state requirement and a critical measure for safety and quality care. Therefore, improvement continues to be needed.

4. ACCESS Center staff performance on providing information and referrals has consistently been strong over the last three years. 2011 performance on this indicator is strong at 87%.

5. General satisfaction of the test callers with services received by the ACCESS Center staff has fluctuated over recent years however, 2011 reported satisfaction remains strong at 88%.

6. The majority (81%) of non-English speaking test callers reported satisfaction with the interpreter service received.

RECOMMENDATIONS RESULTING FROM QI DIVISION AND ACCESS CENTER COLLABORATION:

1. The findings indicate areas for ACCESS Center staff improvement when interpreters are required.

- Protocols to be established for evaluating the quality of interpreter services being provided.
- QI Report with test caller feedback to be shared in training sessions with ACCESS Center Staff.
- QI Report with test caller feedback to be presented to OCI as quality concerns regarding interpreter sensitivity in providing mental health services.

2. ACCESS Center to remain on track with implementation of upgraded telephone and call center technology as planned for March 2012 to address problems related to telephone and call center systems that directly affect the timely response of the toll free hotline.

3. ACCESS Center Administration to review call volume patterns and staffing patterns to address wait times. The goal is to cover periods of peak call volume with appropriate numbers of staff members. "Workforce Management" is a software program that evaluates these patterns and is an anticipated aspect in the technological upgrades for 2012.

Evaluate current number of permanent ACCESS Center staff (FTE's) capacity for answering the 24/7 Line. Apply call volume metrics to identify number of FTE's if needed vs. use of part-time staff.

4. Internal Services Department (ISD) currently monitors the OCI contract. It is recommended that QID, Administrative Services Bureau (ASB), ACCESS Center, and the Workforce Education and Training Division (WET) review and monitor the OCI contract to ensure requirements for specific mental health skills training for OCI interpreters utilized by the ACCESS Center 24/7 Line Services.

2012 plan for monitoring of ACCESS Center Test Calls:

- Each of the eight (8) Service Areas will be asked to make ten (10) test calls on a volunteer basis to the ACCESS Center with 50% of calls in English and 50% non-English.
- All test calls will be requested to be placed during afterhours and/or weekends during a two month period (TBD).
 - Results of the SA Test Calls will be due by October 1, 2012.
 - Test calls are to follow the QI Division Worksheet and instructions provided.
- Each Service Area QI liaison will coordinate these efforts with identified QI Division staff.
- The 2012 Annual QI Test Calls Summary Report to include countywide findings and recommendations will be presented to the Departmental QIC.

COUNTY OF LOS ANGELES DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU
QUALITY IMPROVEMENT DIVISION (FY 2012-2013)

TEST CALL GUIDELINES

The California Code of Regulations, Title 9, Chapter 11, Section 1810.405(d) specifies: "Each MHP shall provide a statewide, toll-free telephone number that functions 24-hours a day, seven days a week, with language capacity in the languages spoken by the beneficiaries of the county that will provide information to beneficiaries about how to access specialty mental health services, including services needed to treat a beneficiary's urgent condition, and how to use the beneficiary problem resolution and fair hearings processes."

The California Code of Regulations, Title 9, Chapter 11, Section 1810.405(f) specifies: "The MHP shall maintain a written log of the initial requests for specialty mental health services from beneficiaries of the MHP. The requests shall be recorded whether they are made via telephone, in writing, or in person. The log shall contain the name of the beneficiary, the date of the request, and the initial disposition of the request."

The California Code of Regulations, Title 9, Chapter 11, Section 1810.410(d)(1) specifies: "Each MHP shall provide: a statewide, toll-free telephone number available 24 hours a day, seven days a week, with language capacity in all the languages spoken by the beneficiaries of the MHP as required by Section 1810.405(d)."

PURPOSE OF THE TEST CALLS

Calls to test the MHP's ACCESS Line (not clinic or other hotline numbers) in the following areas:

- Availability 24-hours a day, seven days a week
- Knowledge and helpfulness of the Access Line staff
- Recording of the call on requests-for-service log
- Response capability in a non-English language

BASIC PRINCIPLES OF THE TEST CALLS

- A) **Do not call with an emergency or crisis scenario.** Please call with a routine request for specialty mental health services. If you state that this is an emergency or crisis call, the MHP may contact law enforcement or other emergency personnel.

- B) **Make the call an initial request for specialty mental health services.** Only requests for specialty mental health services and only initial requests for services must be logged by ACCESS.
- C) **Inquire about services for yourself or a family member.** Technically, only requests for mental health services for Medi-Cal beneficiaries must be logged, but most MHPs record requests from any family member, too. Please refuse all efforts by ACCESS Line employees to arrange an assessment appointment for you at the clinic site. Remember, do not make or accept an appointment as it will tie-up needed clinical services. Instead, you could obtain a phone number and inform the ACCESS Line employee that you have chosen to contact the clinic directly.
- D) **Keep the call short and succinct.** Do not unnecessarily tie-up the toll free line with a long call. Keep the line available to those who may need assistance.
- E) **If asked, deny that you are a Medi-Cal beneficiary.** Otherwise, you will be asked for your Medi-Cal #.
- F) **If asked, give a name that you feel comfortable providing to the MHP staff. You may use any name that you choose.** Write down the name given, so the call can be located in the MHP call log.
- G) **If asked, identify yourself as a resident of the county being tested.** Some MHPs may record non-resident calls differently or may not log non-resident calls. You can provide a local street address and phone number, or give general information such as a few cross-streets or landmarks. You may also state that you just moved to the area and/or that you prefer not to give your address.
- H) **Note the time and date of your call and, if known, the name of ACCESS Line employee.** Test calls should be made after-hours and on weekends, only. Write down the name you used and the time and date that the call was made. This is important in locating your call in the MHP log. If possible, note the name of the ACCESS Line employee. Having the employee's name is important in providing feedback regarding the call and your experience.
- I) **Complete calls after hours (Monday – Friday before 8:00 AM and after 5:00 PM), on weekends (Friday 5:00PM – Monday 7:59AM, and/or Holidays only (e.g. Monday July 4th, July 4th 8 am until July 5th 7:59 am).**
- J) **Do not identify yourself as a Test Caller.**

COUNTY OF LOS ANGELES DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU
QUALITY IMPROVEMENT DIVISION (FY 2012-2013)

TEST CALL INSTRUCTIONS

Plan to make Test Calls during the week in which your Service Area Test Calls are scheduled (See Service Area Test Call Schedule). Test Calls may be placed on weekends (Friday after 5:00PM – Monday before 8:00AM), holidays (e.g. Wednesday July 4th), and/or after hours (Monday – Friday before 8:00AM and after 5:00PM).

Before calling, please be aware that the ACCESS Center employee MAY ASK YOU for your name, social security number, date of birth, phone number and address. Prior to making a Test Call, decide what personal information you are willing to share and what fictional information you will be providing.

You will also be asked if you are a Medi-Cal recipient of services and you should respond that you are NOT. If you respond that you are a Medi-Cal recipient you will be asked for your Medi-Cal number.

IT IS NOT NECESSARY FOR YOU TO SHARE ANY AUTHENTIC PERSONAL INFORMATION AS YOU ARE CALLING IN THE ROLE OF A "SECRET SHOPPER." Decide in advance how you want to respond to the following questions.

- Caller's name?
- Caller's social security number? (You are encouraged to make one up in advance of the call or just refuse to provide it.)
- Caller's date of birth?
- Caller's phone number?
- Caller's address?

DO NOT CALL WITH A CRISIS OR EMERGENCY SCENARIO. If you want scenario ideas, see the Test Call Scenarios document. You may follow the scenarios exactly or use them to help you in developing your own scenario. When applicable, inquire about the process for obtaining a list of the MHP's providers.

COUNTY OF LOS ANGELES DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU
QUALITY IMPROVEMENT DIVISION (FY 2012-2013)

TEST CALL SCENARIOS

The following are scenarios you can use to make the test calls or use as ideas to develop your own script. Please note that the scenarios are not crisis or emergency situations and each is an initial request for mental health services.

Scenario # 1 Parent calling regarding their child who has signs of depression:

Hello, I'm calling to see if I can get help for my son. My son mainly stays in bed in his room for long periods of time and won't come out. He has not been talking much to anyone. He has lost weight and hasn't been eating much. His grades have gone down at school. I brought him to our family doctor and he told me to call for mental health services for my son. My son has not had mental health services before. I'm calling to ask you what I should do.

Scenario # 2 Grief after recent loss:

I'm calling to see if you can help me. I've had a recent loss of a loved one and have been crying a lot and unable to concentrate. I haven't been interested in going places or doing things. I've even lost weight. I went to my family doctor and he said that I'm depressed and could benefit from counseling. Do you know where I can get help?

Scenario # 3 Request for medication:

I just moved here about a month ago. I found your phone number in the phone book. I was seeing a psychiatrist until a month ago and was taking medication. I lost my medication during the move. I need to see a doctor about my medication. Can you help me?

Scenario # 4 Request for information:

I would like to talk to someone about the problems I'm having. I haven't had mental health services before. I thought I could handle the problems myself. I recently lost my job (or, recently got a divorce, etc) and I need to talk to someone because I'm getting very anxious, upset and can't sleep or concentrate. Could you give me information on where I could get services? Would I go to a clinic or could I go to a private psychiatrist? How could I get a list of private psychiatrists close to where I live so I could have information on what my choices are? (Or, how would I get a copy of a beneficiary booklet that would tell me how to obtain services?)

LAC-DMH PSB QUALITY IMPROVEMENT DIVISION (FY 2012-2013)

SERVICE AREA TEST- CALLS TO ACCESS LINE FORM

ACCESS PHONE (800) 854-7771

Please Complete One Form per Test Call

SERVICE AREA: _____

DATE: _____ Start time: _____ End time: _____ Total Call Time: _____

NAME USED FOR TEST CALL: First: _____ Last: _____ and/or

NAME FOR WHOM YOU REQUESTED SERVICES: First: _____ Last: _____

TEST-CALLER'S REAL NAME: First: _____ Last: _____

LANGUAGE USED IN CALL: English Spanish Other Non-English Language (circle)

LANGUAGE USED BY CALLER, IF NOT ENGLISH or SPANISH: _____

1) How many minutes elapsed between initiating the call and a *live human being* answering? _____

2) Were interpreter services offered? Yes No

For Non-English calls, were you satisfied with interpreter services? Yes No

If no, explain any problems. _____

3) Did the employee provide his/her first name? Yes No
(If name not provided, test caller must ask for the first name of the employee.)

First name of employee: _____

4) Did the employee ask for your name? Yes No

5) Reason for call or type of help requested: (circle)
Counseling or therapy medication request information

6) Did employee inquire if the situation was an emergency or crisis? Yes No

7) Were you put on hold? Yes No If yes, how many minutes on hold? _____

8) Were you given a referral for mental health services? Yes No

9) In general, were you satisfied with the knowledge and helpfulness of employee? Yes No

Thank you for your participation. Please submit completed form to your SA QIC Chair

THIS SECTION TO BE COMPLETED BY QI DIVISION:

10) WAS CALL LOGGED BY ACCESS CENTER EMPLOYEES (name, date, and disposition)? Yes No

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU
MHSA IMPLEMENTATION AND OUTCOMES DIVISION**

Service Area Outcome Data Workgroups

Through PEI Training, Technical Assistance and Capacity Building funds, LA County DMH will be creating Service Area-based groups comprised of providers and DMH administrative staff interested in reviewing Service Area outcome data for purposes of improving service quality and for developing strategies to make decisions based on the outcome data.

Through a contract with CalMHSA, a statewide county behavioral health Joint Powers Authority, RAND Corporation staff will facilitate these data workgroups.

Goals of the workgroups include:

- Provide a forum for Service Area providers to learn from each other in terms of practices that improve data quality and improve the use of data to make systems as well as clinical decisions within a Service Area.
- Provide a forum for DMH administrative Service Area staff to develop their skills in utilizing reports to inform decision-making at the local level.
- Strengthen Service Area capacity to formulate and conduct evaluations and to use appropriate data and analytic techniques to inform planning and resource allocations.
- To develop strategies to review outcome data across PEI, FSP and FCCS programs and to use the analysis to help inform Service Area level decision-making.

Workgroups will be initiated in July, 2012, with the frequency of meeting to be determined by the participants. To learn more about this opportunity, please contact Debbie Innes-Gomberg, Ph.D. at DIGomberg@dmh.lacounty.gov or at (213) 251-6817.

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU
QUALITY IMPROVEMENT DIVISION**

**CONSUMER SATISFACTION SURVEYS
SERVICE AREA TRAINING SCHEDULED**

| | |
|----------------|----------------|
| Service Area 1 | August 7, 2012 |
| Service Area 2 | July 19, 2012 |
| Service Area 3 | July 18, 2012 |
| Service Area 4 | July 17, 2012 |
| Service Area 5 | July 10, 2012 |
| Service Area 6 | July 26, 2012 |
| Service Area 7 | July 10, 2012 |
| Service Area 8 | July 18, 2012 |

Additional Trainings

Countywide (Anyone not able to attend Service Area Training – TBD)

Randomly Selected Provider Numbers for Consumer Perception Survey - August 2012

| Legal Entity Number | Legal Entity Name | Provider # | Service Area | Youth | Adults |
|---------------------|-------------------|------------|--------------|-------|--------|
| 19 | DMH | 1904 | 1 | | |
| 19 | DMH | 7195 | 1 | | |
| 19 | DMH | 7386 | 1 | | |
| 19 | DMH | 7716 | 1 | | |
| 19 | DMH | 7756 | 1 | | |
| 19 | DMH | 1905 | 2 | | |
| 19 | DMH | 6821 | 2 | | |
| 19 | DMH | 6840 | 2 | | |
| 19 | DMH | 6841 | 2 | | |
| 19 | DMH | 7340 | 2 | | |
| 19 | DMH | 7591 | 2 | | |
| 19 | DMH | 7651 | 2 | | |
| 19 | DMH | 7746 | 2 | | |
| 19 | DMH | 7760 | 2 | | |
| 19 | DMH | 7621 | 3 | | |
| 19 | DMH | 1917 | 3 | | |
| 19 | DMH | 7705 | 3 | | |
| 19 | DMH | 7801 | 3 | | |
| 19 | DMH | 1957 | 4 | | |
| 19 | DMH | 7171 | 4 | | |
| 19 | DMH | 7216 | 4 | | |
| 19 | DMH | 1909 | 4 | | |
| 19 | DMH | 1914 | 4 | | |
| 19 | DMH | 7057 | 4 | | |
| 19 | DMH | 7213 | 4 | | |
| 19 | DMH | 7216 | 4 | | |
| 19 | DMH | 7241 | 4 | | |
| 19 | DMH | 7739 | 4 | | |
| 19 | DMH | 7757 | 4 | | |
| 19 | DMH | 7765 | 4 | | |
| 19 | DMH | 7771 | 4 | | |
| 19 | DMH | 7191 | 5 | | |
| 19 | DMH | 7437 | 5 | | |
| 19 | DMH | 1906 | 5 | | |
| 19 | DMH | 7769 | 5 | | |
| 19 | DMH | 1908 | 6 | | |
| 19 | DMH | 1938 | 6 | | |
| 19 | DMH | 6864 | 6 | | |
| 19 | DMH | 7558 | 6 | | |
| 19 | DMH | 7607 | 6 | | |
| 19 | DMH | 7707 | 6 | | |
| 19 | DMH | 7715 | 6 | | |
| 19 | DMH | 7608 | 6 | | |
| 19 | DMH | 1930 | 7 | | |
| 19 | DMH | 6857 | 7 | | |
| 19 | DMH | 7166 | 7 | | |
| 19 | DMH | 7421 | 7 | | |
| 19 | DMH | 7468 | 7 | | |
| 19 | DMH | 7588 | 7 | | |
| 19 | DMH | 7813 | 7 | | |
| 19 | DMH | 1939 | 7 | | |
| 19 | DMH | 1926 | 8 | | |
| 19 | DMH | 1927 | 8 | | |
| 19 | DMH | 1928 | 8 | | |
| 19 | DMH | 1935 | 8 | | |
| 19 | DMH | 6859 | 8 | | |
| 19 | DMH | 7064 | 8 | | |
| 19 | DMH | 7207 | 8 | | |
| 19 | DMH | 7672 | 8 | | |
| 19 | DMH | 7738 | 8 | | |
| 19 | DMH | 7758 | 8 | | |

Sample based on consumers served during the fourth week of August 2011 in outpatient settings and received face-to-face services. Data extracted from Finance File.

Selected Provider Numbers are highlighted in yellow for Youth and blue for Adults

Legal Entities and Provider Numbers Randomly Selected for Consumer Perception Survey in August 2012

| Legal Entity # | Legal Entity Name | Provider # | Service Area | Youths | Adults |
|-----------------------|---|------------|--------------|--------|--------|
| Service Area 1 | | | | | |
| 192 | Hathaway Sycamores Child & Family Services | 7741 | 1 | | |
| 201 | Penny Lane Centers | 7455 | 1 | | |
| 207 | Child and Family Guidance Center | 7225 | 1 | | |
| 668 | Children's Bureau of Southern California | 7301 | 1 | | |
| 668 | Children's Bureau of Southern California | 7473 | 1 | | |
| 779 | Counseling, Research & Associate, Inc. | 7792 | 1 | | |
| 781 | Optimist Youth Homes, dba Boy's Home | 7541 | 1 | | |
| 801 | Providence Community Services | 7751 | 1 | | |
| 1066 | Children's Center of the Antelope Valley | 7488 | 1 | | |
| 1156 | Tarzana Treatment Centers, Inc. | 7531 | 1 | | |
| 1192 | California Institute of Health & Social... | 7539 | 1 | | |
| 200 | Mental Health America of Los Angeles | 7204 | 1 | | |
| 200 | Mental Health America of Los Angeles | 7204 | 1 | | |
| Service Area 2 | | | | | |
| 174 | Hamburger Home dba Aviva Center | 7626 | 2 | | |
| 183 | Didi Hirsh Psychiatry Service | 7812 | 2 | | |
| 184 | Dubnoff Center for Child Development | 7102 | 2 | | |
| 184 | Dubnoff Center for Child Development | 7571 | 2 | | |
| 185 | Centro De Amistad, Inc. | 7050 | 2 | | |
| 185 | Centro De Amistad, Inc. | 7371 | 2 | | |
| 192 | Hathaway Sycamore Child and Family Services | 7557 | 2 | | |
| 192 | Hathaway Sycamore Child and Family Services | 7600 | 2 | | |
| 194 | Hillview Mental Health Center, Inc. | 7068 | 2 | | |
| 198 | The Help Group Child and Family Center | 7624 | 2 | | |
| 201 | Penny Lane Centers | 6863 | 2 | | |
| 203 | Pacific Clinics | 7502 | 2 | | |
| 207 | Child and Family Guidance Center | 1975 | 2 | | |
| 207 | Child and Family Guidance Center | 7247 | 2 | | |
| 207 | Child and Family Guidance Center | 7390 | 2 | | |
| 208 | San Fernando Valley Community Mhc, Inc. | 7100 | 2 | | |
| 208 | San Fernando Valley Community Mhc, Inc. | 7174 | 2 | | |
| 208 | San Fernando Valley Community Mhc, Inc. | 7177 | 2 | | |
| 208 | San Fernando Valley Community Mhc, Inc. | 7235 | 2 | | |
| 208 | San Fernando Valley Community Mhc, Inc. | 7252 | 2 | | |
| 208 | San Fernando Valley Community Mhc, Inc. | 6853 | 2 | | |
| 208 | San Fernando Valley Community Mhc, Inc. | 7320 | 2 | | |
| 208 | San Fernando Valley Community Mhc, Inc. | 7321 | 2 | | |
| 208 | San Fernando Valley Community Mhc, Inc. | 7322 | 2 | | |
| 208 | San Fernando Valley Community Mhc, Inc. | 7354 | 2 | | |
| 208 | San Fernando Valley Community Mhc, Inc. | 7355 | 2 | | |
| 208 | San Fernando Valley Community Mhc, Inc. | 7369 | 2 | | |
| 208 | San Fernando Valley Community Mhc, Inc. | 7445 | 2 | | |
| 210 | Child and Family Center | 7413 | 2 | | |
| 210 | Child and Family Center | 7479 | 2 | | |
| 210 | Child and Family Center | 7778 | 2 | | |
| 214 | Special Service for Groups | 7362 | 2 | | |
| 216 | Stirling Academy, Inc. | 7185 | 2 | | |
| 216 | Stirling Academy, Inc. | 7481 | 2 | | |
| 274 | Bridges Inc. | 7772 | 2 | | |
| 579 | Pacific Asian Counseling Services | 7378 | 2 | | |

Sample based on consumers served during the fourth week of August 2011 in outpatient settings and received face-to-face services. Data extracted from Finance File -UOS12. Selected Providers are highlighted in yellow for Youth and in blue for Adults.

Legal Entities and Provider Numbers Randomly Selected for Consumer Perception Survey In August 2012

| Legal Entity # | Legal Entity Name | Provider # | Service Area | Youths | Adults |
|-----------------------|---|-------------------|---------------------|---------------|---------------|
| 630 | Topanga West Guest Home | 7283 | 2 | | |
| 694 | Counseling 4 Kids | 7483 | 2 | | |
| 694 | Counseling 4 Kids | 7577 | 2 | | |
| 699 | I.M.C.E.S., Inc., | 7547 | 2 | | |
| 805 | Phoenix House of Los Angeles Inc. | 7356 | 2 | | |
| 1156 | Tarzana Treatment Centers, Inc. | 7522 | 2 | | |
| 1204 | Pacific Lodge Youth Services | 7551 | 2 | | |
| 1224 | The Village Family Services | 7564 | 2 | | |
| Service Area 3 | | | | | |
| 17 | Institute for Redesign of Learning | 7708 | 3 | | |
| 188 | Enki Health and Research Systems, Inc. | 7173 | 3 | | |
| 188 | Enki Health and Research Systems, Inc. | 7452 | 3 | | |
| 192 | Hathaway Sycamores and Family Services | 7599 | 3 | | |
| 203 | Pacific Clinics | 1974 | 3 | | |
| 203 | Pacific Clinics | 1979 | 3 | | |
| 203 | Pacific Clinics | 7101 | 3 | | |
| 203 | Pacific Clinics | 7224 | 3 | | |
| 203 | Pacific Clinics | 7227 | 3 | | |
| 203 | Pacific Clinics | 7251 | 3 | | |
| 203 | Pacific Clinics | 7284 | 3 | | |
| 203 | Pacific Clinics | 7353 | 3 | | |
| 203 | Pacific Clinics | 7380 | 3 | | |
| 203 | Pacific Clinics | 7401 | 3 | | |
| 203 | Pacific Clinics | 7418 | 3 | | |
| 203 | Pacific Clinics | 7439 | 3 | | |
| 203 | Pacific Clinics | 7441 | 3 | | |
| 203 | Pacific Clinics | 7447 | 3 | | |
| 203 | Pacific Clinics | 7748 | 3 | | |
| 203 | Pacific Clinics | 7561 | 3 | | |
| 320 | San Gabriel Children's Center, Inc | 7563 | 3 | | |
| 321 | Hillsides | 7231 | 3 | | |
| 321 | Hillsides | 7332 | 3 | | |
| 647 | Five Acres | 7286 | 3 | | |
| 647 | Five Acres | 7337 | 3 | | |
| 647 | Five Acres | 7640 | 3 | | |
| 668 | Children's Bureau of Southern California | 7302 | 3 | | |
| 697 | Leroy Haynes Group Home | 7565 | 3 | | |
| 724 | Foothill Family Service | 7330 | 3 | | |
| 724 | Foothill Family Service | 7331 | 3 | | |
| 724 | Foothill Family Service | 7463 | 3 | | |
| 778 | D'veal Family and Youth Services | 7341 | 3 | | |
| 778 | D'veal Family and Youth Services | 7440 | 3 | | |
| 838 | Prototypes Number | 7370 | 3 | | |
| 838 | Prototypes Number | 7569 | 3 | | |
| 848 | Rosemary Children's Services | 7374 | 3 | | |
| 860 | Bienvenidos Children's Center Inc. | 7382 | 3 | | |
| 860 | Bienvenidos Children's Center Inc. | 7575 | 3 | | |
| 870 | Crittenton Services For Children and Family | 7659 | 3 | | |
| 971 | McKinley Children's Family Center | 7436 | 3 | | |
| 995 | Ettie Lee Youth and Family Services | 7453 | 3 | | |
| 1026 | Trinity Youth Services Trinity-Ukiah | 7552 | 3 | | |

Sample based on consumers served during the fourth week of August 2011 in outpatient settings and received face-to-face services. Data extracted from Finance File -UOS12. Selected Providers are highlighted in yellow for Youth and in blue for Adults.

Legal Entities and Provider Numbers Randomly Selected for Consumer Perception Survey In August 2012

| Legal Entity # | Legal Entity Name | Provider # | Service Area | Youths | Adults |
|-----------------------|--|-------------------|---------------------|---------------|---------------|
| 1034 | Maryvale | 7474 | 3 | | |
| 1160 | Spirit Family Services | 7527 | 3 | | |
| 1209 | Center for Integrated Family and Health | 7545 | 3 | | |
| 1227 | David and Margaret Home Inc | 7566 | 3 | | |
| 965 | Heritage Clinic | 7430 | 3 | | |
| Service Area 4 | | | | | |
| 108 | Telecare Corporation | 7262 | 4 | | |
| 120 | Families First Inc | 7749 | 4 | | |
| 174 | Hamburger Home dba Center | 7268 | 4 | | |
| 180 | Amanecer Community Counseling Services | 7104 | 4 | | |
| 183 | Didi Hirsch Psychiatric Service | 7359 | 4 | | |
| 188 | Enki Health and Research Systems, inc | 7255 | 4 | | |
| 188 | Enki Health and Research Systems, inc | 7472 | 4 | | |
| 190 | Gateways Hospital and Mental Health Center | 1982 | 4 | | |
| 192 | Hathaway Sycamores Child and Family Services | 7278 | 4 | | |
| 193 | Health Research Association | 6810 | 4 | | |
| 203 | Pacific Clinics | 7677 | 4 | | |
| 203 | Pacific Clinics | 7678 | 4 | | |
| 214 | Special Service for Groups | 7186 | 4 | | |
| 214 | Special Service for Groups | 7187 | 4 | | |
| 214 | Special Service for Groups | 7400 | 4 | | |
| 214 | Special Service for Groups | 7517 | 4 | | |
| 214 | Special Service for Groups | 7619 | 4 | | |
| 321 | Hillsides | 7645 | 4 | | |
| 326 | Korean Youth Center | 7103 | 4 | | |
| 543 | Star View Adolescent Center, Inc. | 7503 | 4 | | |
| 558 | Shields for Families | 7763 | 4 | | |
| 591 | Children's Institute Inc., | 7328 | 4 | | |
| 591 | Children's Institute Inc., | 7780 | 4 | | |
| 668 | Children's Bureau of Southern California | 7300 | 4 | | |
| 699 | I.M.C.E.S., Inc | 7312 | 4 | | |
| 781 | Optimist Youth Homes, dba Boy's | 7344 | 4 | | |
| 781 | Optimist Youth Homes, dba Boy's | 7444 | 4 | | |
| 938 | United American Indian Involvement Inc | 7414 | 4 | | |
| 965 | Heritage Clinic and Community Assistance | 7785 | 4 | | |
| 1044 | Community Mental Health Center | 7480 | 4 | | |
| 1044 | Community Mental Health Center | 7791 | 4 | | |
| 1149 | Jmes Z Hernandez Executive Director | 7519 | 4 | | |
| 1150 | Behavioral Health Services, Inc. | 7521 | 4 | | |
| 1169 | Para Los Ninos | 7546 | 4 | | |
| 1186 | St Anne's | 7538 | 4 | | |
| 1285 | Catholic Healthcare West Dbs Calif Hosp | 7590 | 4 | | |
| 1521 | Jewish Family Services of Los Angeles | 7693 | 4 | | |
| Service Area 5 | | | | | |
| 177 | Alcott Center for Mental Health Service | 7229 | 5 | | |
| 183 | Didi Hirsch Psychiatric Service | 1973 | 5 | | |
| 183 | Didi Hirsch Psychiatric Service | 7334 | 5 | | |
| 196 | Vista Del Mar and Family Services | 7196 | 5 | | |
| 198 | The Help Group Child and Family Center | 7394 | 5 | | |
| 217 | St. John's Hospital Child Study Center | 6773 | 5 | | |

Sample based on consumers served during the fourth week of August 2011 in outpatient settings and received face-to-face services. Data extracted from Finance File -UOS12. Selected Providers are highlighted in yellow for Youth and in blue for Adults.

Legal Entities and Provider Numbers Randomly Selected for Consumer Perception Survey In August 2012

| Legal Entity # | Legal Entity Name | Provider # | Service Area | Youths | Adults |
|-----------------------|--|------------|--------------|--------|--------|
| 984 | The Regents of University of California | 7446 | 5 | | |
| 1567 | Exceptional Children's Foundation | 7730 | 5 | | |
| 215 | Step-Up on Second Street | 7099 | 5 | | |
| 215 | Step-Up on Second Street | 7526 | 5 | | |
| 218 | St. Joseph Center | 7114 | 5 | | |
| 508 | Home for Life Foundation | 7245 | 5 | | |
| 1559 | WISE Healthy and Young | 7724 | 5 | | |
| Service Area 6 | | | | | |
| 120 | Families First Inc | 7750 | 6 | | |
| 183 | Didi Hirsch | 7423 | 6 | | |
| 192 | Hathaway Sycamores Child and Family Services | 7744 | 6 | | |
| 197 | Kedren Community Mental Health Center | 7080 | 6 | | |
| 197 | Kedren Community Mental Health Center | 7577 | 6 | | |
| 199 | Los Angeles Child Guidance | 6870 | 6 | | |
| 199 | Los Angeles Child Guidance | 7265 | 6 | | |
| 199 | Los Angeles Child Guidance | 7276 | 6 | | |
| 203 | Pacific Clinics | 7690 | 6 | | |
| 214 | Special Service for Groups | 7681 | 6 | | |
| 214 | Special Service for Groups | 7688 | 6 | | |
| 506 | South Central Health and Rehab Program | 7242 | 6 | | |
| 506 | South Central Health and Rehab Program | 7409 | 6 | | |
| 506 | South Central Health and Rehab Program | 7555 | 6 | | |
| 527 | Exodus Recovery Inc | 7385 | 6 | | |
| 527 | Exodus Recovery Inc | 7774 | 6 | | |
| 558 | Shields for Families | 7264 | 6 | | |
| 558 | Shields for Families | 7365 | 6 | | |
| 558 | Shields for Families | 7737 | 6 | | |
| 591 | Children's Institute Inc | 7736 | 6 | | |
| 668 | Children's Bureau of Southern California | 7782 | 6 | | |
| 1181 | Drew Child Development Corporation | 7721 | 6 | | |
| 1192 | California Institute of Health and Social | 7655 | 6 | | |
| 1194 | Personal Involvement Center Inc | 7542 | 6 | | |
| 1366 | St. Francis Medical Center | 7636 | 6 | | |
| 1379 | Tessie Cleveland Community Services | 7641 | 6 | | |
| 175 | Barbour and Floyd Medical Associates | 7218 | 6 | | |
| Service Area 7 | | | | | |
| 108 | Telecare Corporation | 7250 | 7 | | |
| 108 | Telecare Corporation | 7406 | 7 | | |
| 108 | Telecare Corporation | 7647 | 7 | | |
| 171 | Institute for Redesign of Learning | 7667 | 7 | | |
| 173 | Alma Family Services | 7019 | 7 | | |
| 173 | Alma Family Services | 7562 | 7 | | |
| 173 | Alma Family Services | 7709 | 7 | | |
| 181 | Community family Guidance | 1977 | 7 | | |
| 181 | Community family Guidance | 7246 | 7 | | |
| 181 | Community family Guidance | 7471 | 7 | | |
| 188 | Health and Research Systems | 7253 | 7 | | |
| 188 | Health and Research Systems | 7254 | 7 | | |
| 188 | Health and Research Systems | 7360 | 7 | | |
| 192 | Hathaway Sycamores Child and Family Services | 7670 | 7 | | |
| 195 | Intercommunity Child Guidance Center | 1972 | 7 | | |

Sample based on consumers served during the fourth week of August 2011 in outpatient settings and received face-to-face services. Data extracted from Finance File -UOS12. Selected Providers are highlighted in yellow for Youth and in blue for Adults.

Legal Entities and Provider Numbers Randomly Selected for Consumer Perception Survey In August 2012

| Legal Entity # | Legal Entity Name | Provider # | Service Area | Youths | Adults |
|-----------------------|---|-------------------|---------------------|---------------|---------------|
| 201 | Penny Lane Centers | 7511 | 7 | | |
| 203 | Pacific Clinics | 7194 | 7 | | |
| 203 | Pacific Clinics | 7495 | 7 | | |
| 214 | Special Service Groups | 7579 | 7 | | |
| 327 | Clotarf Manor, Inc | 7230 | 7 | | |
| 508 | Home for Life Foundation | 7594 | 7 | | |
| 518 | Olive Crest | 7534 | 7 | | |
| 801 | Providence Community Services | 7572 | 7 | | |
| 860 | Bienvenidos Children's Center, Inc | 7381 | 7 | | |
| 1232 | Helpline Youth Counseling | 7574 | 7 | | |
| 1366 | St. Francis Medical Center | 7637 | 7 | | |
| 1149 | James Z Hernandez | 7767 | 7 | | |
| Service Area 8 | | | | | |
| 108 | Telecare Corporation | 7482 | 8 | | |
| 183 | Didi Hirsch | 7209 | 8 | | |
| 191 | The Guidance Center | 7249 | 8 | | |
| 191 | The Guidance Center | 7279 | 8 | | |
| 191 | The Guidance Center | 7433 | 8 | | |
| 200 | Health America of Los Angeles | 7212 | 8 | | |
| 200 | Health America of Los Angeles | 7576 | 8 | | |
| 200 | Health America of Los Angeles | 7643 | 8 | | |
| 206 | Sunbridge Harbor View Rehabilitation | 7270 | 8 | | |
| 213 | South Bay Children's Health Center | 1969 | 8 | | |
| 214 | Special Service for Groups | 7329 | 8 | | |
| 300 | For The Child | 7121 | 8 | | |
| 527 | Exodus Recovery Inc | 7248 | 8 | | |
| 543 | Star View Adolescent Center, Inc | 7335 | 8 | | |
| 543 | Star View Adolescent Center, Inc | 7367 | 8 | | |
| 543 | Star View Adolescent Center, Inc | 7493 | 8 | | |
| 558 | Shields for Families | 7465 | 8 | | |
| 558 | Shields for Families | 7536 | 8 | | |
| 579 | Pacific Asian Counseling Services | 7426 | 8 | | |
| 591 | Children's Institute | 7275 | 8 | | |
| 591 | Children's Institute | 7625 | 8 | | |
| 591 | Children's Institute | 7779 | 8 | | |
| 668 | Children's Bureau of Southern California | 7570 | 8 | | |
| 694 | Counseling 4 Kids | 7516 | 8 | | |
| 779 | Counseling Research and Associate, Inc | 7342 | 8 | | |
| 779 | Counseling Research and Associate, Inc | 7432 | 8 | | |
| 783 | Child net Youth and Family Services | 7469 | 8 | | |
| 870 | Crittenton Services for Children and Family | 7605 | 8 | | |
| 965 | Heritage Clinic and Community Assisted Living | 7648 | 8 | | |
| 1379 | Tesie Cleveland Community Services | 7793 | 8 | | |
| | | | | | |
| | | | | | |

Sample based on consumers served during the fourth week of August 2011 in outpatient settings and received face-to-face services. Data extracted from Finance File -UOS12. Selected Providers are highlighted in yellow for Youth and in blue for Adults.

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 8 ADMINISTRATION**

**QUALITY ASSURANCE/QUALITY IMPROVEMENT
(QA/QI)
COMMITTEE**

AGENDA

**June 20, 2012
2 – 4 p.m.
The Guidance Center
4335 Atlantic Ave
Long Beach, CA 90807**

| QUALITY ASSURANCE (QA) MEETING 3:00 – 4:00 p.m. | |
|---|---|
| I | QA Technical Assistance & Training |
| II | Discussion |
| III | Announcements: No July meeting due to the survey training. August meeting is also canceled. |

**Survey Training:
Wednesday, July 18, 2012
2:00-4:00 p.m.
The Guidance Center - 4335 Atlantic Ave - Long Beach, CA 90807**

**Next Meeting Info:
September 19, 2012, 2:00-4:00 p.m.
Meeting Location will be confirmed in August**